



JOHN NAIMO  
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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March 29, 2016

TO: Supervisor Hilda L. Solis, Chair  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: John Naimo  
Auditor-Controller

**SUBJECT: THE VILLAGE FAMILY SERVICES – A DEPARTMENT OF MENTAL  
HEALTH SERVICE PROVIDER – PROGRAM REVIEW**

We completed a program review of The Village Family Services (The Village or Agency), which included a sample of billings from Fiscal Year (FY) 2014-15. The Department of Mental Health (DMH) contracts with The Village to provide mental health services, including interviewing Program clients, assessing their mental health needs, and implementing treatment plans.

The purpose of our review was to determine whether The Village maintained proper documentation to support their billings, and that the clinical documentation complied with their County contract and other related guidelines. In addition, we evaluated whether The Village used qualified staff to provide services as required by their County contract.

DMH paid The Village approximately \$5.3 million on a cost-reimbursement basis for FY 2014-15. The Agency provides services to residents in the Third Supervisorial District.

**Results of Review**

The Village maintained adequate documentation to support the billings reviewed. The Agency completed Assessments, Client Treatment Plans, Progress Notes, and Informed Consent forms in accordance with their County contract and related guidelines. In addition, The Village's treatment staff had the required qualifications to provide DMH Program services.

Details of our review are attached.

**Review of Report**

We discussed our report with The Village and DMH. The Village is not required to submit a response to this report because there are no findings or recommendations.

We thank The Village management and staff for their cooperation and assistance during our review. If you have any questions please call me, or your staff may contact Don Chadwick at (213) 253-0301.

JN:AB:DC:EB:sd

**Attachment**

c: Sachi A. Hamai, Chief Executive Officer  
Robin Kay, Ph.D., Acting Director, Department of Mental Health  
William Cook, Board Chair, The Village Family Services  
Hugo Villa, President/Chief Executive Officer, The Village Family Services  
Public Information Office  
Audit Committee

**THE VILLAGE FAMILY SERVICES  
DEPARTMENT OF MENTAL HEALTH  
PROGRAM REVIEW  
FISCAL YEAR 2014-15**

**PROGRAM SERVICES**

**Objective**

Determine whether The Village Family Services (The Village or Agency) maintained documentation to support the services billed to the Department of Mental Health (DMH) in accordance with their County contract and related guidelines. In addition, determine whether The Village completed Assessments, Client Treatment Plans, Progress Notes, and Informed Consent forms in accordance with their County contract and related guidelines.

**Verification**

We selected 25 of the 3,268 approved Medi-Cal billings for January and February 2015, which were the most current billings available at the time of our review (August 2015). We reviewed the Assessments, Client Treatment Plans, Progress Notes, and Informed Consent forms in the clients' case files for the selected billings. The 25 billings represent services provided to 19 clients.

**Results**

The Village maintained documentation to support the billings reviewed. In addition, the Agency completed the Assessments, Client Treatment Plans, Progress Notes, and Informed Consent forms in accordance with their County contract and related guidelines.

**Recommendation**

**None.**

**STAFFING QUALIFICATIONS**

**Objective**

Determine whether The Village's treatment staff had the required qualifications to provide DMH Program services.

**Verification**

We reviewed the California Board of Behavioral Sciences' website and/or the personnel files for 11 (27%) of the 41 treatment staff who provided services to DMH clients during January and February 2015.

**Results**

Each employee reviewed had the required qualifications to provide DMH Program services.

**Recommendation**

**None.**